

CL-10637911-4652

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Chrysler Canada Headquarters
One Riverside Drive West
Windsor, ONT
N9A 5K3

SEP 11 2014

**Death Wobble / Front End Shake - 1999 Grand Cherokee Limited -
VIN1J4GW68S7XC [REDACTED]**

I regret to inform you that I have experienced a front end shake which to my surprise seems to be known by thousands of Jeep owners all over the web as "Death Wobble" a horribly scary front end vibration that starts when the Jeep hits a bump around 40~50mph, and the steering wheel oscillates aggressively. It has been extremely scary because you feel like you are going to lose control of the vehicle on the highway. The only way to stop it from shaking is to slam on the breaks dangerously risking causing a rear end collision.

Let me first start by saying that after calling four Jeep dealers here in the City of Montreal, and asking their Service Dept if they knew what I was talking about or how to fix the problem, not one of them would give me any answers. They said they could replace parts but that there was no guarantee that it would fix the problem! Disgusted with their answers and lack of knowledge or even care, I went elsewhere. They clearly have not been sent a Service Bulletin or any information on the problem, despite the countless reports of this problem on the internet!

The process has been completely relentless and I have been to several mechanics who have said it's something different than the other and I have invested too much money for it to be worth keeping the vehicle. No one can guarantee that it is definitively one thing or another, and I keep going around in circles.

This is the third Jeep Grand Cherokee I have owned and I can now assure you that I will have serious reservations about buying another Jeep or Chrysler. This fiasco has been enough to turn anyone off of Jeep and Chrysler for life!

I am hereby formally requesting compensation for the expenses that have resulted from this problem, as it is a defect that I believe Chrysler should be covering as a recall because of the severity of the shake which is experienced at highway speeds.

I am formally requesting payment in the amount of 1650.63\$ Please find all attached copies of bills for various repairs which were carried out in the hope of putting an end to this awful problem! This problem has put a damper on my

ET
91914
SMP

summer, as I often enjoy getting out of town on weekends and have been too weary to go on the highway with the Jeep in this condition.

Sincerely,



Montreal, PQ.
Canada



cc. Transport Canada
Consumer Council of Canada
Automobile Protection Association
NHTSA Headquarters
Chrysler Group LLC



3350, rue Wellington, Verdun (Québec), H4G 1T5
 Tél. : (514) 761-4801 • Fax : (514) 761-4404
 Courriel : info@champlain-dodge.com
 Site Internet : www.champlaindodge.com

ASSISTANCE 24 HEURES
 24 HOUR ASSISTANCE : (514) 761-4564

SAVIEZ-VOUS QUE VOUS
 POUVEZ MAINTENANT PRENDRE
 UN RENDEZ-VOUS PAR
 "COURRIEL"



SERVICE

TOUS LES ITEMS SONT ASSUJETTIS À LA T.P.S. ET T.V.Q. ALL ITEMS ARE SUBJECT TO G.S.T. AND Q.S.T.

S O U S C R I T E	LA SOMME DE \$ _____ DU MONTANT DE LA DETTE EST RECONNUE PAR LES PRÉSENTES À TITRE DE MONTANT TOTAL, OU SOLDE D'UN
	RÉPARATIONS, PIÈCES ET ACCESSOIRES, SUR CE BON DE RÉPARATIONS.
	INDEBTEDNESS IS HEREBY ACKNOWLEDGED IN THE SUM OF \$ _____ BEING ALL OR THE BALANCE OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER.
DATE _____	SIGNATURE _____

N° CLIENT - CUSTOMER NO. 23079		CONSEILLER - ADVISOR MARC MONTPETIT	N° D'ÉTIQ. - TAG NO. 213 698	DATE FACT. - INVOICE DATE 07/22/14	N° FACT. - INVOICE NO. CCRS163738
[REDACTED]		TAXES HOR. - LABOUR RATE 104.95	N° D'YMA - LICENSE NO. [REDACTED]	COULEUR - COLOUR VERT/	N° STOCK NO.
MONTREAL, QC [REDACTED]		ANNEE/MARQUE/MODELE - YEAR/MAKE/MODEL 99/JEEP/CHEROKEE/CHEROKEE 4 PORTES		DATE LIV. - DELIVERY DATE	KM LIV. - DEL. KM
[REDACTED]		N° SÉRIE - VEHICLE ID. NO. 1 J 4 G W 6 8 S 7 X C [REDACTED]		N° CON. VEND. - SELL DEAL NO.	DATE PRODUCTION DATE
[REDACTED]		N° EX.F. - F.T.E. NO.		N° COMMANDE - P.O. NO.	DATE EN SERVICE - IN SERVICE DATE 07/21/14
TÉL. RÉS. - RESIDENTIAL PHONE	TÉL. AFF. - BUSINESS PHONE	COMMENTAIRES - COMMENTS			

#ACT 1 FRAIS

M-D'O

#A 1 02CCZ00 SUSP VERIFIE/RAPPORT HRES : 0.50 TECH(S):186 44.98

PLAINTE: VERIFIER TRES TRES GROSSE VIBRATION DANS LE VOLANT
 A PARTIR DE 70 KM APRES QUELQUE PETIT TROU
 LA VIBRATION COMMENCE ET LE VEHICULE EST IMPOSSIBLE
 A GARDER LA ROUTE DANGEREUX DOIT LE RELACHER LE GAS
 ARRETE ET APRES REPARTIR RAPPORT MARC ET VOIR INFORMATION
 ATTACHER AU RO.
 NEED TO REPLACE DAMPER SHOCK

CORRECTION: NEED TO REPLACE TIE ROD PIT MAN ARM
 AND WHEEL ALIGNMENT.

#ACT 1 TOTAL

M-D'O 44.98

#ACT 1 PREFIXE JOURNAL CCRS #ACT 1 TOTAL 44.98

SOMMAIRE TX

TPS 2.25 R100914068 TVQ 4.49 1000997940

TOTAUX

*****	TOTAL M-D'O....	44.98
* METHODE DE REGLEMENT DE FACTURE	TOTAL PIECES...	0.00
* COMPTANT [] PAIEMENT DIRECT []	TOTAL S-TRAIT...	0.00
* VISA [] MASTER CARD []	TOTAL E.H.G....	0.00
* AMEX [] EN ROUTE []	TOTAL FRS DIV..	0.00
* DINERS []	TOTAL ESC. DIV.	0.00
* CHARGE [] INITIALE []	TOTAL TAXES....	6.74
* CHEQUE []		
*****	TOTAL FACTURE \$	51.72

**Avez-vous déménagé ?
 Veuillez S.V.P. nous
 donner votre nouvelle
 adresse**



Service limousine
 CHAMPLAIN CHRYSLER

Heures d'ouverture

Service

Lundi au Jeudi
 7h00 à 19h00

Vendredi
 7h00 à 17h00

ADRESSE COURRIEL:
 MERCI D'AVOIR CHOISI CHAMPLAIN DODGE CHRYSLER JEEP ****

Les travaux sont garantis 3 mois ou 5,000 KM
 3 months or 5,000 KM warranty on all repairs

CLIENT SIGNATURE _____

2125 CAVENDISH
MONTREAL, QUE. H4B 2Y2
(514) 481-7771

TPS# / GST# 2105661862, QST# / TVQ# 1000014181

INVOICE
455471

07/29/14 07/31/14
07:05 AM 04:45 PM
LOCN: E676
NONSIG: 561182

PAGE: 01

BILL TO: [REDACTED]
NDG, QUE.

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 07/29/14
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 064 / 062

VEH YEAR/MAKE. 99 JEEP TRUCK
VEHICLE MODEL. GRAND CHEROKEE LIMIT
VEHICLE COLOR.
LICENSE/STATE. [REDACTED]
ODOMETR IN/OUT 163633 / 163633
PRIOR INVOICE. 448153

ACCOUNT # COB TO CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
[REDACTED] V 01 11321 0 QU 050832 [REDACTED]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
064	010	042-210	R	1	STEERING DAMPER (OEM)	99.00	40.00	139.00
064	010	042-210	R	1	LEFT UPPER BALL JOINT - 264 2972	149.95	.00	149.95
064	010	042-210	R	1	LEFT LOWER BALL JOINT	129.90	.00	129.90
064	010	042-210	R	1	REPLACE BALL JOINTS	.00	160.00	160.00
064	010	042-210	R	1	RIGHT LOWER TIE ROD - 269 3158	81.95	50.00	131.95
064	010	042-210	R	1	CONNECTING TIE ROD AT PITMAN ARM - 2693155	79.95	45.00	124.95
064	010	093-300	R	1	WHEEL ALIGNMENT ALIGNEMENT DES ROUES	.00	89.95	89.95
064	010	093-333	R	1-	WHEEL ALIGNMENT DISCOUNT REDUCTION	.00	20.00	20.00
064	010	042-210	R	1	RE-INSTALL DRIVESHAFT - NO CHARGE	.00	.00	.00

*plus shifter cable adjustment
Axle boot replaced.*

X----- CHARGED AMOUNT 1041.33
CUSTOMER AUTHORIZATION FOR TOTAL

HST/GST AMOUNT..... 45.29 PARTS TOTAL..... 540.75
QST PARTS..... 53.94 LABOR TOTAL..... 364.95
QST LABOR..... 36.40 SUB TOTAL..... 905.70
TAXABLE AMOUNT 905.70 QST TOTAL..... 90.34

INVOICE TOTAL \$1,041.33

VELOCE BELLON AUTO SERVICE

TPS/GST R105858831 TVQ/PST 1002186967
 6385, rue Sherbrooke ouest
 MONTREAL (QUEBEC) H4B 1N1

20078

CODE: N = NEUF O = D'OCCASION RF = REFAIT RC = RECONDITIONNE / CODE: N = NEW U = USED RB = REBUILT RC = RECONDITIONED

Tel: (514) 486-9411 / 481-0287 Fax: (514) 486-9551

DATE _____

PROVINCE _____ CODE POSTAL _____

VEHICULE / YEAR, MAKE, MODEL _____

KILOMÈTRES / MILES _____

SERIAL NO. / V.I.N. _____

TRAVAUX REQUIS / DESCRIPTION DES TRAVAUX / SERVICES REQUESTED / DESCRIPTION OF WORK MONTANT / AMOUNT

TRAVAUX REQUIS / DESCRIPTION DES TRAVAUX / SERVICES REQUESTED / DESCRIPTION OF WORK	MONTANT / AMOUNT
<input type="checkbox"/> LUBRIFICATION / LUBRICATION <input type="checkbox"/> VIDANGE D'HUILE / OIL CHANGE <input type="checkbox"/> MISE AU POINT / TUNE-UP <input type="checkbox"/> FILTRE À HUILE / OIL FILTER	
<i>Check steering suspension - tire rotation & balance four wheels</i>	<i>160.00</i>

QTE / QTY.	N° ET DESCRIPTION DE LA PIÈCE / PART NUMBER AND DESCRIPTION	CODE	PRIX UNITAIRE / UNIT PRICE	MONTANT / AMOUNT
	<i>Aménagement</i>			<i>89.95</i>

PAIEMENT / PAID BY COMPTANT / CASH CHÈQUE / CHEQUE CARTE DÉBIT / DEBIT CARD M/C VISA AUTRE / OTHER

NO _____ EXP _____

Par la présente, j'autorise l'exécution des travaux décrits dans le présent document, à l'aide des matériaux nécessaires. Je vous donne la permission - ainsi qu'à vos employés - de conduire le véhicule décrit dans le présent document à des fins de test, inspection et livraison et ce, à mes risques. Un privilège explicite de libération par garagiste est reconnu par la présente pour le véhicule ci-dessus afin de garantir le montant des réparations. Je reconnais également votre non-responsabilité pour toute perte ou dommage causé aux véhicules, ou aux objets laissés dans les véhicules, en cas de feu, vol ou tout autre incident hors de votre contrôle.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express lien under the Repair and Storage Lien Act is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft or any other cause beyond your control.

SIGNATURE _____

CONSERVER LES ANCIENNES PIÈCES / SAVE OLD PARTS OUI / YES NON / NO

POUR VOTRE SÉCURITÉ, NOUS RECOMMANDONS _____
 FOR YOUR SAFETY, WE RECOMMEND THE FOLLOWING _____

non recommandé

avant différentiel

TOTAL PIÈCES / TOTAL PARTS	<i>89.95</i>
TOTAL MAIN D'OEUVRE / TOTAL LABOUR	<i>160.00</i>
HUILE / OIL	
TAXE RECYCLAGE / RECYCLING TAX	
PNEUS / TIRES	
SOMME PARTIELLE SUBTOTAL	<i>249.95</i>
TPS / GST	<i>12.50</i>
TOTAL PARTIEL SUBTOTAL	<i>262.45</i>
TVQ / GST	<i>24.94</i>
TVP / PST	
TOTAL	<i>287.39</i>

HEURES À _____ / HOURS AT \$ _____

(UTILISER L'AUTRE CÔTÉ SI NÉCESSAIRE / MAY BE CONTINUED ON OTHER SIDE)

TOTAL, MAIN-D'OEUVRE / TOTAL LABOUR *160.00*

2125 CAVENDISH
MONTREAL, QUE. H4B 2Y2
(514) 481-7771

TPS# / GST# R105661862, QST# / TVQ# 1000014181

INVOICE 456016

08/11/14 08/12/14
07:16 AM 01:13 PM
LOCN: E676
NONSIG: 561182

PAGE: 01

BILL TO: [REDACTED]
NDG, QUE. [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 08/11/14
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 008 / 062

VEH YEAR/MAKE. 99 JEEP TRUCK
VEHICLE MODEL. GRAND CHEROKEE LIMIT
VEHICLE COLOR. [REDACTED]
LICENSE/STATE. [REDACTED]
ODOMETR IN/OUT 164115 / 164115
PRIOR INVOICE. 455813

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
[REDACTED] V 01 11321 0 QU 096690 [REDACTED]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
008	017	042-210	R	1	RR TRAILING ARM - CHAM(SPECIAL PRICE)	175.00	.00	175.00

CHARGED AMOUNT	201.21	PARTS TOTAL.....	175.00
HST/GST AMOUNT.....	8.75	LABOR TOTAL.....	.00
QST PARTS.....	17.46	SUB TOTAL.....	175.00
TAXABLE AMOUNT	175.00	QST TOTAL.....	17.46

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL \$201.21

2125 CAVENDISH
MONTREAL, QUE. H4B 2Y2
(514)481-7771

TPS# / GST# R105661862, QST# / TVQ# 1000014181

**INVOICE
455813**

08/06/14 08/06/14
07:16 AM 04:49 PM
LOCN: E676
NONSIG: 561182

PAGE: 01 COPY: 01

BILL TO:

NDG, QUE.

PHONE 1.....
PHONE 2.....
DATE REQUESTED 08/06/14
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 008 / 047
OTHER INFO....

EXT.
EXT.

VEH YEAR/MAKE. 99 JEEP TRUCK
VEHICLE MODEL. GRAND CHEROKEE LIMIT
VEHICLE COLOR.
LICENSE/STATE.
ODOMETR IN/OUT 163925 / 163925
PRIOR INVOICE. 455471
NOTE: SPARE RIMS DON'T FIT
NOTE: SUMMER TIRES SCRAPPED - CUSTOMER'S REQUEST

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
V 01 11321 0 QU 072034

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
008	034.040	093-222	R	4	INSTALLATION, WHEEL BALANCE INSTALLATION, EQUILIBRAGE DE ROUE	7.50	7.50	60.00

X----- CHARGED AMOUNT
CUSTOMER AUTHORIZATION FOR TOTAL

68.98

INVOICE TOTAL

HST/GST AMOUNT.....	3.00	PARTS TOTAL.....	30.00
QST PARTS.....	2.99	LABOR TOTAL.....	30.00
QST LABOR.....	2.99	SUB TOTAL.....	60.00
TAXABLE AMOUNT	60.00	QST TOTAL.....	5.98

\$68.98

Montreal, Que.

POSTES CANADA
CANADA POSTE
103060
2014-08-27
C.P. MONKLAND R.O.
MONTREAL QC
H4G 1E0

Air Mail Par avion
43-074-038 (02-12)

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

